

DCS

**DCS, a Performant Company:
Recovery Audit Contractor (RAC)
Provider Outreach Presentation 2009**



Today's Agenda

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- Introductions
- DCS/PRG Corporate Overview
- Staff Credentials
- Processes for Review & Recovery
- Contact Us
- Questions & Answers

RAC Key Staff

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- David Yim, Vice President, Project Principal
- Catherine Till, RAC Project Director
- David Wyatt, Vice President Healthcare
- Dr. Earl Berman, RAC Medical Director

DCS (Diversified Collection Services)

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- DCS is a subsidiary of Performant Financial Corporation
- Over 33 years experience providing service to large government agencies and private companies
- Services and products include:
 - Technology platform, portfolio management, improving operational efficiency, revenue optimization and risk management services
- Strategic relationships that are built on improving revenue, process improvements and value-partnerships in a highly regulated, security sensitive environment
- DCS is the Prime Contractor for Region A and is responsible for all RAC activities.
- PRG-Schultz will be working as a subcontractor to DCS to support the audit activities.

- CMS MSP RAC Demonstration (California)
- CMS Recovery of Medicare Beneficiary Prescription Drug Benefit Premium
- U.S. Department of the Treasury (MSP & Non-MSP debts)
- U. S. Department of Education
- State taxing authorities
- Federally chartered state student loan guarantee agencies

PRG-Schultz Corporate Overview

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- PRG is subcontracting in Region A, supporting DCS in RAC audit operations
- PRG has 12 years of Healthcare auditing industry experience
- Healthcare Clients include Medicare, Medicaid & Commercial Payors
- RAC Demonstration participation in California

Experienced healthcare auditing operations includes:

- Physicians / Medical Directors providing audit oversight
- Registered Nurses / Certified Coders performing all claims & service auditing
- Experienced and knowledgeable Provider Services call center representatives

RAC Medical Director Responsibilities:

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- Understanding of NCD/LCD & Medicare policies – providing clinical expertise
- RAC issues recommendation
- Staff training
- Quality Assurance & oversight
- Keeping abreast of current medical practice and technology
- Applying clinical expertise to possible effects on improper payments
- Provider Outreach & discussion availability

RAC Process for Auditing

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Primary types of audits:

- Complex – includes additional documentation request & auditor review
- Automated – based on payment policy & data where two conditions exist:
 - Certainty the service is not covered or is incorrectly coded, AND:
 - A written Medicare policy, Medicare article or Medicare sanctioned coding guideline exists (e.g., CPT, Coding Clinic, etc.)

RAC Process for Auditing

- Establish a primary point of contact
 - Contact the RAC to update your information
 - Use on-line web-site to register and update
- Respond to additional documentation request within 45 days
 - If you can't meet the timeline, please contact our Provider Service department & request an extension
- If a findings letter is issued, please utilize the 'discussion period'
- Communication is key

Medical Record submission methods / types:

- Paper records *
- CD / DVD *
- Fax

* Ensure mailed media is sent in a tamper-evident package

RAC Contact Information

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Points of contact for MAC Region J14:

- Call Center: 877-677-4281
- Email: MRASRegionA@prgx.com
- Fax: 866-340-0625
- Website address: www.DCSRAC.com

